



**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Art Unit: 2154

Examiner: Patel, Ashokkumar B.

In Re: Yevgeniy Petrovykh  
Case: P5063  
Serial No.: 09/932,033  
Filed: 08/17/2001  
Subject: Method and Apparatus for Intelligent Routing of Instant Messaging  
Presence Protocol (IMPP) Events among a Group of Customer Service  
Representatives

Commissioner for Patents  
P.O. Box 1450  
Alexandria VA 22313-1450

## **Response D**